

# LIBRARY CUSTOMER SATISFACTION SURVEY

## DIRECTIONS:

Fill in the oval for each Library attribute that best reflects your opinion on the IMPORTANCE of that attribute and how well the installation PERFORMS on that attribute.

For example, if you think an attribute is "Most Important", fill in the oval in column 5. If an attribute is "Not Important", fill in the oval in column 1. Follow the same scheme for rating PERFORMANCE of the attributes.

Respond to all attributes for which you have an OPINION. If you have no opinion about an attribute, leave the ovals blank. THANK YOU FOR YOUR HELP.

How IMPORTANT to you is this Library attribute?

Not Very Important	Somewhat Important
Not At All Important	Very Important
Don't Know	Most Important
↓	↓
0	5
1	4
2	3

How well do you feel your installation PERFORMS in this Library attribute?

Average	Not Very Good
Very Good	Poor
Outstanding	Don't Know
↓	↓
5	0
4	1
3	2

## I. OVERALL SATISFACTION

○ ○ ○ ○ ○ ○ ○ 1. Satisfaction with overall program ○ ○ ○ ○ ○ ○ ○

## II. STAFF

○ ○ ○ ○ ○ ○ ○ 2. Staff is responsive ○ ○ ○ ○ ○ ○ ○

○ ○ ○ ○ ○ ○ ○ 3. Staff is courteous ○ ○ ○ ○ ○ ○ ○

○ ○ ○ ○ ○ ○ ○ 4. Staff is knowledgeable about library's collections and online databases ○ ○ ○ ○ ○ ○ ○

## III. FACILITY/BUILDING

○ ○ ○ ○ ○ ○ ○ 5. Facility interior is attractive, clean, and well-maintained ○ ○ ○ ○ ○ ○ ○

○ ○ ○ ○ ○ ○ ○ 6. Facility has adequate number of tables and chairs for study ○ ○ ○ ○ ○ ○ ○

○ ○ ○ ○ ○ ○ ○ 7. Facility interior is well lit ○ ○ ○ ○ ○ ○ ○

○ ○ ○ ○ ○ ○ ○ 8. Facility has adequate heating, air-conditioning and ventilation ○ ○ ○ ○ ○ ○ ○

○ ○ ○ ○ ○ ○ ○ 9. Facility has adequate parking ○ ○ ○ ○ ○ ○ ○

○ ○ ○ ○ ○ ○ ○ 10. Facility is conveniently located ○ ○ ○ ○ ○ ○ ○

## IV. PROGRAMS/SERVICES

○ ○ ○ ○ ○ ○ ○ 11. Programming (special events, story-time, summer reading program, computer classes, book clubs, etc.) ○ ○ ○ ○ ○ ○ ○

○ ○ ○ ○ ○ ○ ○ 12. Circulation services (interlibrary loans, reserves, etc) ○ ○ ○ ○ ○ ○ ○

○ ○ ○ ○ ○ ○ ○ 13. Reference/research assistance ○ ○ ○ ○ ○ ○ ○

○ ○ ○ ○ ○ ○ ○ 14. Internet access ○ ○ ○ ○ ○ ○ ○

○ ○ ○ ○ ○ ○ ○ 15. Online database services ○ ○ ○ ○ ○ ○ ○

## V. LIBRARY MATERIALS (COLLECTIONS)

○ ○ ○ ○ ○ ○ ○ 16. Provides a variety of materials (books, audiotapes, music CD's, educational videos, magazines, etc.) ○ ○ ○ ○ ○ ○ ○

○ ○ ○ ○ ○ ○ ○ 17. Library materials are current ○ ○ ○ ○ ○ ○ ○

**How IMPORTANT to you is this Library attribute?**

Not Very Important      Somewhat Important

Not At All Important      Very Important

Don't Know      Most Important

0   1   2   3   4   5

**How well do you feel your installation PERFORMS in this Library attribute?**

Average      Not Very Good

Very Good      Poor

Outstanding      Don't Know

5   4   3   2   1   0

**LIBRARY MATERIALS (COLLECTIONS) (continued)**

<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<b>18. Library materials support professional (military) development/advancement</b>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<b>19. Library materials support off-duty education</b>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<b>20. Library materials support leisure needs</b>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<b>21. Library materials support child/youth education</b>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<b>22. Library materials are easy to locate</b>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>

**VI. COMPUTERS/EQUIPMENT**

<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<b>23. Computers/printers are widely available</b>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<b>24. Computers/printers are state-of-the-art equipment</b>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<b>25. Other equipment is available (copiers, microfiche reader/printer, typewriters, etc)</b>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<b>26. Computers and other equipment are well maintained</b>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>

**VII. OPERATIONS**

<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<b>27. Hours of operation are responsive to my schedule</b>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<b>28. Services are marketed and advertised</b>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>

**DEMOGRAPHIC QUESTIONS**

<b>Gender:</b>	<b>Status:</b>	<b>I currently live:</b>	<b>Time at installation:</b>	<b>Monthly Use of Program:</b>
<input type="radio"/> Female	<input type="radio"/> Active Duty	<input type="radio"/> On-Post	<input type="radio"/> Less than 1 year	<input type="checkbox"/> 4 or more times
<input type="radio"/> Male	<input type="radio"/> Family Member	<input type="radio"/> Off-Post	<input type="radio"/> 1-3 years	<input type="checkbox"/> 1-3 times
	<input type="radio"/> Civilian		<input type="radio"/> More than 3 years	<input type="checkbox"/> None
	<input type="radio"/> Retired			

**Please list the library services/activities/materials/equipment most important to you:**

**What aspect of library services/activities/materials/equipment needs the most improvement?:**

**What services/activities/materials/equipment should the library add or develop?:**

***Thank you for your time and effort completing this survey!***